This case is a continuation in part of U.S. Patent 6,052,454 and provisional patent 60/163,057 as set forth in the amendment of the specification. The specification is amended hereby to reflect this dependency.

Prior art

Digital data is thought of in the prior art as combinations of integers, typically one's and zero's. Each integer is a single datum. A group of these datum is a plurality of datum and a word converted from the analog word to a digital format made up of a plurality of datum can be referred to as a digital word.

The collection of these digital words is the entire call which may e referrd to as an electromagnetic signal which is storable in the database.

The prior art, for example Shen 5,481,594 teaches incoming call recognition and the storage of multiple messages to respond to the incoming call.

Data is defined in the prior art as information in numerical form that can be digitally transmitted or processed. A singular data is a datum.

The term "GUI" or graphical user interface is a term of prior art. An accepted definition of GUI, typical to the prior art defines a GUI as follows: A GUI is a graphical (rather than purely textual) user interface to a computer.

Today's major operating systems provide a graphical user interface. Applications typically use the elements of the GUI that come with the operating system and add their own graphical user interface elements and ideas. A GUI sometimes uses one or more metaphors for objects familiar in real life, such as the desktop, the view through a window, or the physical layout in a building. Elements of a GUI include such things as: windows, pull-down menus, buttons, scroll bars, iconic images, wizards, the mouse, and no doubt many things that haven't been invented yet. With the increasing use of multimedia as part of the GUI, sound, voice, motion video, and virtual reality interfaces seem likely to become part of the GUI for many applications. A system's graphical user interface along with its input devices is sometimes referred to as its "look-and-feel."

The GUI familiar to most of us today in either the Mac or the Windows operating systems.

ARGUMENT

The present invention teaches a call sensitive response system which obtains one or more inputs from an originating call in order to do billing or monitoring (including recording and playback) of the call. In particular the user of the system may program certain responses,

particularly for a particular user (identified by PIN number which may be obtained using a finger print reader or other biological marker reading means). Where particular aspects of this users communication are to be monitored, the invention provides for selection of these portions and marking them for later review.

The system may work with user input information or information from the call. It also includes the possibility of monitoring the call content itself or making determinations as to the handling of the call during the conversation which originates the call.

It also envisions a playback of a specific call based on the information contained within the call. To this end the user may encode the data to prevent it's alteration and may specify the length of the string of data on either side of a code word, defined by the user.

Together this allows for a user to obtain information on certain calls and reject information from other calls based on either the origin of the call, the destination of the call or the content of the call or a combination of those factors.

The conversion of data to digital format and call compatible digital format allows for the call and call data to be stored together and associated in one or more computer databases (here referred to as the database for simplicity). The method also allows for analog conversations to be marked and recovered digitally for viewing by a typed conversion or by listening to the raw digital data. This method further allows for portions of the call to be reviewed for expediency.

The prior art does not combine the combination of speech recognition with recovery to allow monitoring of key words.

The elected claims envision selecting words as code words which are to be monitored, making comparable segments from these code words and comparing these segments to the data in the call for ascertaining the existence of the words and recording the call based on their occurrence or if the call is already being recorded then to have the words marked so that a string may be obtained containing these code words from the entire call.

Still another novel feature, shown in Claim 25, is the splitting of the location of some responses so that some are handled locally and others at a remote location.

It is respectfully submitted that the current claims taken in conjunction and interpreted according with the disclosure in the application differentiates the patent from the prior art and the patent may issue.

The commissioner is hereby authorized to charge any additional fees which may be required for this amendment, or credit any overpayment to Deposit Account 06-2129 in the name of Gregory M. Friedlander. A one month extension is requested and a check in the amount of $110.00.

In the event that an extension of time is required, or which may be required in addition to that requested in a petition for an extension of time, the Commissioner is requested to grant a petition for that extension of time which is required to make this response timely and is hereby authorized to charge any fee for such an extension of time or credit any overpayment for an extension of time to Deposit account 06-2129 in the name of Gregory Friedlander.

Respectfully submitted,

GREGORY M. FRIEDLANDER,
Registration No. 31,511
Gregory M. Friedlander & Associates, P.C.
11 South Florida St.
Mobile, Alabama 36606-1934
(251) 470-0303

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United State Postal Service as Express Mail NO. EL 781199067 US in an envelope addressed to: Commissioner of Patents and Trademarks, Box Non-Fee Amendment, Arlington, VA 22202 on the 5th day of April, 2003.

GREGORY M. FRIEDLANDER

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